

The Aetna logo is displayed in white lowercase letters on an orange background.

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions



Aetna offers customers automated EOB program at renewal

Contact your
Aetna Representative
with any questions.

At Aetna, we do our best to provide simple, efficient solutions. That's why we are introducing the new Automated EOB Program to Middle Markets (Select and Key) customers.

The Automated EOB Program aims to eliminate paper EOBs by replacing them with secure electronic copies through Aetna Navigator (Aetna's member self-service tool).

Benefits of the program

The Automated EOB Program provides many benefits for our customers and members alike such as:

- Promotes environmental benefits of "going green"
- Aetna Navigator provides a single source to other claims related information members currently access
- Online EOBs eliminates potential for lost or delayed mail via USPS
- Aetna Navigator® is available 24/7, 365 days a year
- Electronic EOBs are available to view, print, and/or save for up to 24 months, delivered faster and members get notified through their email that an EOB is available online

We ask for your support in communicating this program as we partner with customers during their renewal. Our research shows 90% of members will stay with electronic once converted and all

members have the option to revert back to paper at any time.

How we will communicate to members

We will send eligible members a postcard with important dates and details about the program three weeks prior to the renewal date. Once notified, these members will be converted to electronic EOBs.

Next, members will receive an email one week prior to the renewal date reminding them they will no longer receive paper EOBs.

Communicating customers' election

If a customer does not want their members to be enrolled in the automated EOB program, the Aetna Account Manager must be notified 30 days prior to the renewal date.

- Customers with 51-100 employees renewing on 12/1/2012 – Notify Account Manager by 11/1/2012
- Customers with 101+ employees renewing on 1/1/2013 – Notify Account Manager by 12/1/2012

Thank you for doing business with Aetna. Please contact your Aetna Representative with any questions.

[Legal statement](#) [Aetna company names](#) [Program provisions](#) [Member disclosure](#)

If you have any questions, please [contact us](#).

We are located at 151 Farmington Ave., Hartford, Connecticut 06156.

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